

## INFORMATION DISCLOSURE STATEMENT

### Documents

- (1) "Trend of Workflow Management System"  
Cited in the "Description of the Related Art" in our specification
- (2) "Automating Workflows for Service Order Processing  
Integrating AI and Database Technologies "

### Foreign Patent Publication

- (1) Japanese Unexamined Patent Publication No. Hei 8-036538  
Cited in the "Description of the Embodiments" in our specification

### U.S.P

- (1) USP 5,826,239
- (2) USP 5,870,545

